

June 2, 2000

Mr. Dale Hatfield
O.E.T.
Federal Communications Commission
2000 M Stree, N. W. Room 480
Washington, D.C. 20584

Re: Final Service Disruption Report

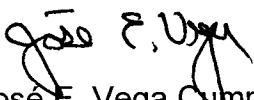
Dear Mr. Hatfield:

Persuant to the requirement with FCC order Docket 91-273, Puerto Rico Telephone Company submits a Final Service Disruption Report for a service outage that occurred on MAY 13, 2000.

The attached final report completes our response submitted at that date. This report includes an update of the information previously provided.

If you have any question concerning this report, please contact me at (787) 749-2121.

Sincerely,


José E. Vega Cummings
Director
Network Operations Center

Encl.

vc

C: Eng. Roberto Correa

TELEPHONE OUTAGE REPORT

TEL. (787) 749-5500

FAX (787) 792-9044

TO: F.C.C.			FAX (202) 418-2813 TEL (202) 418-1500	
DATE: MAY 13, 2000				
TOWN AFFECTED: SAN GERMAN				
TOTAL CUSTOMER AFFECTED: 50,820				
SERVICE AFFECTED: LONG DISTANCE			HOUR	MIN.
DATE OF OUTAGE:	05/13/00	TIME:	12	21
DATE IN SERVICE:	05/13/00	TIME:	18	33
LOST CALLS: 67,715		DURATION:	6	12
<p style="text-align: center;">CAUSE OF TROUBLE:</p> <p>A software related problem was triggered by the defective CKT Pack NTEX22BA. Nortel informed that this is a similar fault that another client reported to them.</p>				
EQUIPMENT:NTEX22BA		LOC: ROW A02 (EMCOO)		
<p>SERVICE RESTORAL STEPS:</p> <p>TAC personnel replaced the circuit pack and restored the four links to service.</p>				
FUTURE STEPS TO PREVENT OUTAGE:				
<p style="text-align: center;">COMMENTS:</p> <p>A patch is being developed by Nortel SRID UT05525A is the report reference, the fix date is June 13, 2000. Attached a copy of the report.</p>				
<p style="text-align: center;">FINAL REPORT</p>				

PRTC

P.O. Box 350008, San Juan, P.R. 00937-0008

TELEPHONE OUTAGE REPORT

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FAX (787) 792-9044

TO: F.C.C.			FAX (202) 418-2813 TEL (202) 418-1500	
DATE: MAY 13, 2000				
TOWN AFFECTED: SAN GERMAN				
TOTAL CUSTOMER AFFECTED: 30,020				
SERVICE AFFECTED: LONG DISTANCE			HOUR	MIN.
DATE OF OUTAGE:	05/13/00	TIME:	12	21
DATE IN SERVICE:	05/13/00	TIME:	18	33
LOST CALLS:		DURATION:	6	12
CAUSE OF TROUBLE:				
A faulty NTEX22BA circuit pack in the San Germain CO caused a four link outage.				
EQUIPMENT:		LOC:		
SERVICE RESTORAL STEPS:				
AC personnel replaced the circuit pack and link's returned to service.				
FUTURE STEPS TO PREVENT OUTAGE:				
COMMENTS:				
THIS IS A PRELIMINARY REPORT.				